WHEN SOMETHING GOES WRONG

First-Hour Card: Lost Device or Hacked Account

Speed matters more than perfection. Keep a printed copy somewhere you can reach without the device you are worried about, and fill in your key contacts now.

Phone carrier support _____

Bank / card fraud line _____

IT or security contact _____

Password manager recovery _____

Lost or stolen phone or laptop

1. From another device, use Find My (Apple) or Find Hub (Android) or Find My Device (Windows) to locate it, lock it, and mark it lost
2. Call your carrier to suspend the line and block a SIM swap
3. Tell your employer or IT contact right away if the device had any work email, apps, or files
4. Change the passwords for your email, banking, and password manager, and sign out of all sessions
5. If you cannot recover it, erase it remotely
6. File a police report if it was stolen; insurers and employers often require one
7. Watch bank, credit card, and account alerts closely for the next few weeks

Hacked account

1. From a device you trust, change the password and sign out of all other sessions
2. Check that multi-factor authentication, recovery email, and recovery phone have not been changed
3. In email accounts, delete forwarding rules and filters you did not create
4. Change the same password anywhere else you reused it
5. Warn your contacts not to act on unusual messages from you
6. If money was sent or stolen, call your bank immediately, then report it to the FBI at ic3.gov and to the FTC at ReportFraud.ftc.gov
7. If your identity was stolen, get a recovery plan at IdentityTheft.gov
8. If business systems or client data may be involved, do not wipe anything; preserve evidence and call your incident response contact

Report and recover: FBI Internet Crime Complaint Center (IC3): www.ic3.gov/ · FTC: Report fraud: reportfraud.ftc.gov/ · FTC: IdentityTheft.gov: www.identitytheft.gov/ · Nexus: Incident response first 24 hours checklist (PDF): nexussecurityadvisors.com/nexus-ir-first-24-hours-checklist.pdf

Need help rolling this out across your team? Request a consultation at nexussecurityadvisors.com/get-started.